

Pennsylvania Department of Public Welfare

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Languages	English
Additions/Changes to Instruments	None
Purpose of Project	<ul style="list-style-type: none"> Public reporting

Survey Administration

Administered Since	1999; administered every year.
Administration Mode	Mixed mode (mail and telephone)

Uses of Survey Results

Reporting	This agency publishes survey results in a Web-based consumer guide, (previously available in hard-copy and mailed to new enrollees). They also integrate CAHPS results into a talking points report. Furthermore, they report basic survey results internally to other department staff and the Deputy Secretary when requested.
Quality Improvement	The Department gives data to the plans so that they can track their performance. Nurses use CAHPS data to create QI projects.
Marketing/Publicity	The Department will soon send out postcard mailers to enrollees about accessing this information on the Web. If consumers do not have access to the internet, the mailer will explain how they can obtain a hard copy of the consumer guide.

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